

SONY®

***VAIO Digital Studio™
Computer Quick Start***

Contents

Getting Started	5
Unpacking Your Computer	6
Planning An Ergonomic Work Space	10
 Locating Controls And Ports	 11
About The Front Panel	12
About The Back Panel.....	15
About The Remote Control	18
 Setting Up Your Computer	 21
Connecting A Display (Monitor)	22
Connecting The Speakers	24
Connecting The Keyboard And Mouse.....	25
Connecting The Telephone And Modem Cables	26
Connecting The Power Cords	27
Turning On Your Computer	28
Registering Your Computer	29
Setting Up Your Dial-up Connection.....	30
Turning Off Your Computer	33

System And Application

Recovery CD(s)35

Using The System Recovery CD(s)..... 36

Using The Application Recovery CD(s)..... 39

Troubleshooting.....43

About VAIO Computer Functions..... 44

About Software 48

About Using The Optical Disc Drive(s) 52

About The Speakers..... 55

About The Modem..... 56

About The Microphone..... 58

About The Mouse And Keyboard..... 59

About Using Peripheral Equipment..... 61

Support Options.....63

Immediate Help And Support 64

Software Help And Support..... 66

Contacting Sony For Help And Support..... 69

Notice..... 71

Index.....79

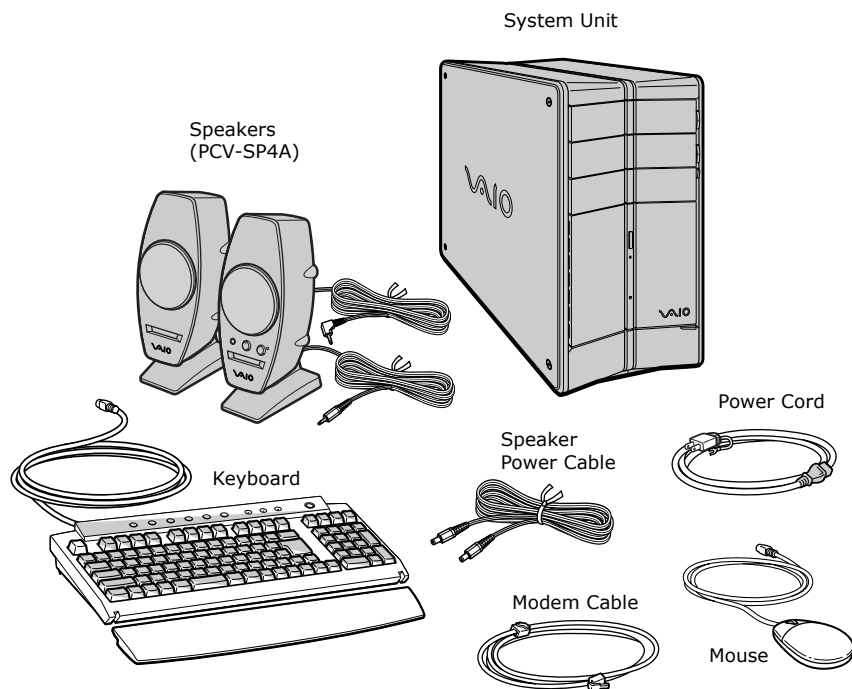
Getting Started

Congratulations on your purchase of the Sony VAIO® computer! Your new, high-performance, multimedia computer combines state-of-the-art computer functionality with the latest audio, video and information technology features.

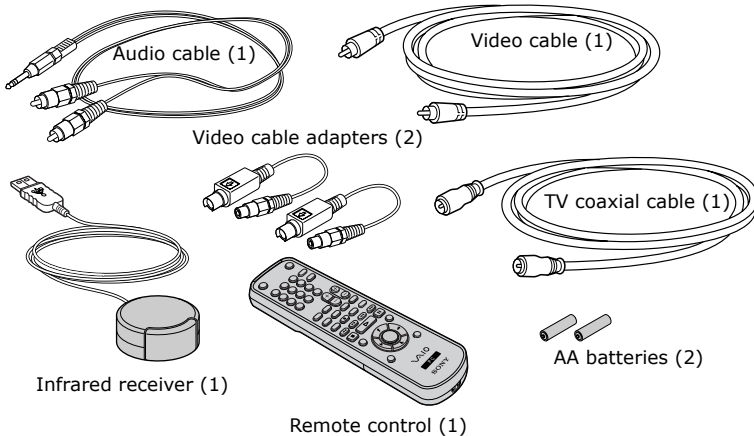
Unpacking Your Computer

Your computer may not be supplied with all of the accessories shown, depending on the system configuration you purchased. For details on the accessories supplied with your computer, see the online *Specifications* sheet.

Computer and supplied accessories



Giga Pocket Personal Video Recorder accessories



Manuals

- ❑ ***VAIO Digital Studio™ Computer Quick Start*** — Provides basic information on setting up and registering your computer. The Quick Start also provides software, support, safety and legal information.
- ❑ ***VAIO Digital Studio™ Computer User Guide*** — Contains information on the hardware and preinstalled software applications included with your system. To access the online manual:
 - 1 Click **Start** in the Windows taskbar, then click **Help and Support**.
 - 2 From the **VAIO Help and Support Center** menu, click **VAIO User Guide**.

- ❑ **Giga Pocket™ Personal Video Recorder** — (For models equipped with Giga Pocket) This online guide contains information on setting up and using the Giga Pocket Personal Video Recorder equipment and software applications.

The Internet Electronic Program Guide (iEPG) service information describes new Sony technology that is used with the Internet, to locate, record and set up timed recordings of your favorite TV programs.

To access this online information:

- 1 Click **Start** in the Windows taskbar, then click **Help and Support**.
- 2 From the VAIO Help and Support Center menu, click **VAIO Multimedia**.
- 3 Click **Giga Pocket Personal Video Recorder**.

- ❑ **Creating DVDs** — (For models equipped with a DVD-RW drive) This online guide provides information designed to help you become familiar with your DVD-RW drive and the DVD recording software applications included with your computer.

To access this online information:

- 1 Click **Start** in the Windows taskbar, then click **Help and Support**.
- 2 From the VAIO Help and Support Center menu, click **VAIO Multimedia**.
- 3 Click **Creating DVDs**.

- ❑ **Specifications** — This online specification sheet describes the hardware and software configuration of your VAIO computer. To view this online information:
 - 1 Click **Start** in the Windows taskbar, then click **VAIO Help and Support**.
 - 2 From the VAIO Help and Support Center menu, click **VAIO User Guide**.
 - 3 Click the **Welcome** link. The Welcome page displays in the right-side frame.
 - 4 Click the link in the text, “View the [VAIO Computer Specifications](#), which lists your computer's hardware configuration and preinstalled software information.”
- ❑ **Microsoft® Windows® XP guide** — Explains how to use the basic features of the latest Windows operating system.

Recovery CDs

- ❑ **System Recovery CD(s)** — Restore the software applications that shipped with your computer if they become corrupted or are erased. The supplied System Recovery CDs can only be used to restore the hard disk of this Sony computer.
- ❑ **Application Recovery CD(s)** — Reinstalls individual software applications or drivers if they become corrupted or are erased.

Other

- ❑ Packet containing special product offers.
- ❑ Software Library containing the Microsoft software license agreement and Sony end-user license agreement.


Planning An Ergonomic Work Space

Before you set up your new computer, find the best location for your new computer and plan your work space. There are several ergonomic factors to consider when you arrange your work space:

- ❑ **Stable work surface** — Use a stable work surface large enough to support the computer and other peripheral equipment.
- ❑ **Ventilation** — Leave at least eight inches of space on the left and back sides of your computer to enable proper ventilation.
- ❑ **Placement of the keyboard, mouse, and other input devices** — Place your keyboard, mouse, and other input devices so that your arms and hands are in a relaxed, comfortable position. The keyboard should be directly in front of you. Adjust the level of the keyboard so that your lower arms are parallel to the floor. Keep your wrists in a relaxed position when you are using the keyboard—not angled up or down. Use the palmrest only briefly, for resting. Position the mouse at the same level as the keyboard. Hold the mouse with a relaxed hand, and use your whole arm to move it. Take breaks during sessions with your computer. Excessive use of the mouse or a joystick may strain muscles or tendons.
- ❑ **Furniture and posture** — Sit in a chair with good back support and armrests. Adjust the level of the chair so your feet are flat on the floor. A footrest may make you more comfortable. Sit with relaxed, upright posture—avoid slouching forward or leaning far backward.
- ❑ **Viewing angle of the display** — Position the display 18 to 26 inches directly in front of you, with the top of the screen at or a little below eye level. Use the display's tilting feature to find the best position. You can reduce eye strain and muscle fatigue by placing the display in the proper position.
- ❑ **Lighting** — Choose a location where windows and lights do not create glare and reflection on the display. Use indirect lighting to avoid bright spots on the display. You can also purchase accessories for your display that help reduce glare. Proper lighting adds to your comfort and work effectiveness.

Locating Controls And Ports

This section is intended to familiarize you with the controls, ports and jacks that may be available on your computer. Your computer may not be equipped with all of these hardware features and the location of the controls, ports, and jacks may vary from the illustrations shown in this section. To view the specific connection capabilities for your system, see the online specifications sheet.

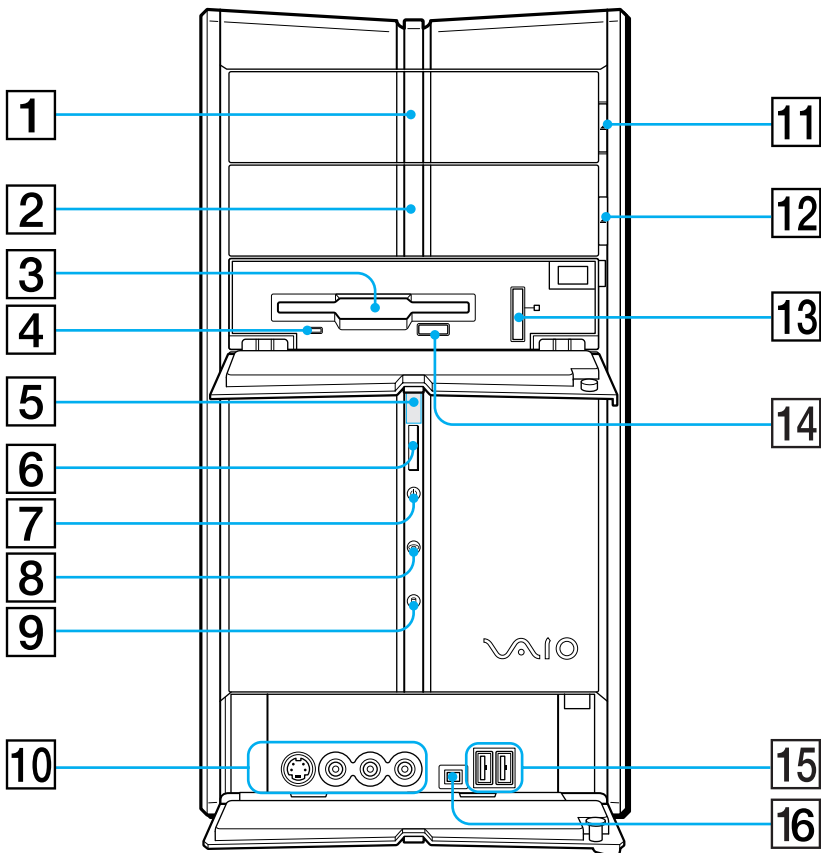
 i.LINK is a trademark of Sony used only to designate that a product contains an IEEE 1394 connection. The i.LINK connection may vary, depending on the software applications, operating system, and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other.

Please refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK devices to your system, such as an optical or hard disk drive, confirm their operating system compatibility and required operating conditions.

About The Front Panel


The front panel of your VAIO Computer enables access to the optical and floppy disk drives. On certain models, the front panel also provides access to Giga Pocket Personal Video Recorder jacks and ports, a Memory Stick media slot and the Universal Serial Bus (USB), and i.LINK® ports to connect compatible peripheral devices.

Front panel (Model equipped with Giga Pocket features)



-
- | | |
|---|--|
| 1 | Optical drive 1
See the online specifications sheet for optical drive information. |
|---|--|
-
- | | |
|---|--|
| 2 | Optical drive 2
See the online specifications sheet for optical drive information. |
|---|--|
-
- | | |
|---|---|
| 3 | Floppy disk drive
Reads and writes data from and to a 3.5-inch floppy disk. |
|---|---|
-
- | | |
|---|---|
| 4 | Floppy disk drive access indicator
Light is green while reading and writing data from and to a floppy disk. |
|---|---|
-
- | | |
|---|--|
| 5 | Power indicator
Light is blue while the power is on. |
|---|--|
-
- | | |
|---|---|
| 6 | Power switch
Turns the computer on and off. |
|---|---|
-
- | | |
|---|---|
| 7 | Stand by indicator
Light is red when the computer is placed in Stand by mode. |
|---|---|
-
- | | |
|---|--|
| 8 | Optical drive access indicator
Light is amber while reading and writing data from and to the optical drives. |
|---|--|
-
- | | |
|---|---|
| 9 | Hard disk drive access indicator
Light is amber while reading and writing data from and to the hard disk. |
|---|---|
-
- | | |
|----|--|
| 10 | (For models equipped with Giga Pocket features)
S-video In jack
Connection for an S-video cable (optional).
Video In jack
Connection for a video cable (supplied).
Audio L In jack/Audio R In jack
Connection for an audio cable (supplied). |
|----|--|
-
- | | |
|----|--|
| 11 | Optical drive 1 eject button
Ejects a disc from Optical drive 1. |
|----|--|
-

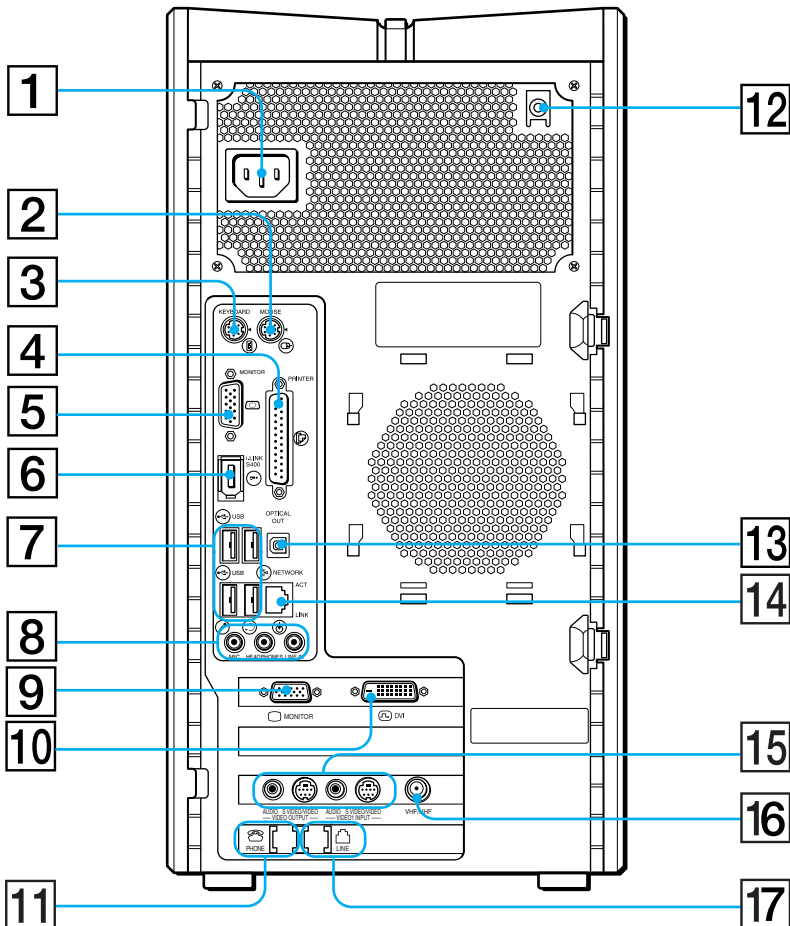
-
- | | |
|-----------|--|
| 12 | Optical drive 2 eject button
Ejects a disc from Optical drive 2. |
|-----------|--|
-
- | | |
|-----------|--|
| 13 | Memory Stick media slot
Reads and writes data from and to a Memory Stick® media. |
|-----------|--|
-
- | | |
|-----------|---|
| 14 | Floppy disk eject button
Ejects a floppy disk from the floppy disk drive. |
|-----------|---|
-
- | | |
|-----------|---|
| 15 | Universal Serial Bus 2.0 (USB) ports (2)
High-speed connections for compatible USB devices. |
|-----------|---|
-
- | | |
|-----------|---|
| 16 | i.LINK (4-pin) port (IEEE 1394)
Connection for a compatible digital device. |
|-----------|---|
-


 For your convenience, your computer includes Giga Pocket, USB, and i.LINK ports and jacks on both the front and back panels. (A 4-pin i.LINK port is located on the front panel and a 6-pin i.LINK port is located on the back.)

About The Back Panel

The back panel of your computer contains the ports for supplied and optional accessories. The icons on the back panel locate and identify the ports on your computer.

Back panel (Model equipped with Giga Pocket features)



1	AC Input port Connection for the supplied power cord.
2	Mouse port Connection for a PS/2® mouse.
3	Keyboard port Connection for a PS/2 keyboard.
4	Printer port Connection for a parallel device, such as a printer or scanner.
5	Monitor port (The monitor port location may vary between models) Connection for a standard display.
6	i.LINK 6-pin port (IEEE 1394) Connection and power for a compatible digital device such as a Sony Digital Handycam® camcorder.
7	Universal Serial Bus 2.0 (USB) ports (4) High-speed connections for compatible USB devices.
8	Microphone jack Connection for a microphone (optional). Headphones jack Connection for the supplied speakers or optional headphones. Line In jack Connection for an audio device.
9	Monitor port (The monitor port location may vary between models) Connection for a standard display.
10	Monitor (DVI) port (DVI port is not available on all models) Connection for a DVI monitor.
11	Telephone jack Connection for a telephone cable (optional) to the computer.
12	Speaker DC Out jack Connection for the speaker power cable.
13	S/P DIF optical out port Connection for a digital audio or optical device.
14	Ethernet port Connection for a 10BASE-T/100BASE-TX Ethernet. (The port marked with  (Network) is for LAN connections only.)

15 (For models equipped with Giga Pocket features)

Audio Out jack

Connection for an audio cable (supplied).

Video/S-video Out jack

Connection for a video cable adapter (supplied) or an S-video cable (optional).

Audio In jack

Connection for an audio cable (supplied).

Video/S-video In jack

Connection for a video cable adapter (supplied) or an S-video cable (optional).

16 (For models equipped with Giga Pocket features)

VHF/UHF port

Connection for a coaxial cable (supplied).

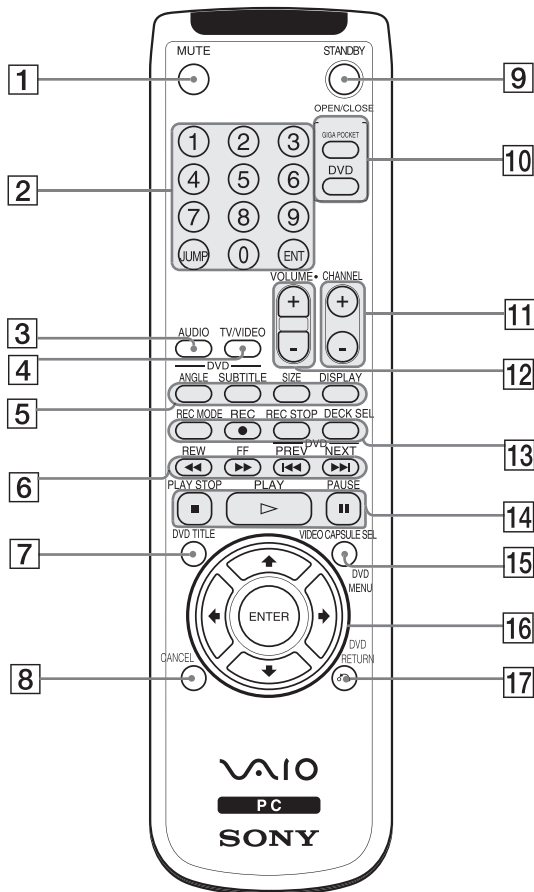
17 Modem line jack

Connection for the modem (supplied) cable to the wall jack.

About The Remote Control

Giga Pocket™ Personal Video Recorder features are controlled with the remote control*. The remote control can start and stop video recording and playback, select channels, and set viewing preferences. This section describes the basic functions of your remote control.

Remote control



* The remote control is supplied with models that are equipped with Giga Pocket features.

1 MUTE button

Press to turn off the sound. Press again to restore the sound.

2 Channel number buttons

Press to select specific channels. (Press the ENT button to activate channel selection.)

JUMP button

Press to return to the previous channel. Press again to return to the current channel.

ENT button

Press to activate channel selection. See Channel number buttons.

3 AUDIO button

Press to view available sound mode options on the monitor/display.

4 TV/VIDEO button

Press to change the on-screen image from the TV/Recording deck to external video equipment, such as your VCR.

5 DVD angle button

Not available for Giga Pocket functions. See the DVD player software instructions for more information.

DVD Subtitle button

Not available for Giga Pocket functions. See the DVD player software instructions for more information.

SIZE button

Press to view Giga Video Recorder in full-screen size. Press again to return the view to its original size.

DISPLAY button

Press to display the TV/Recording deck and playback deck screens. Press again to hide these views.

6 REW and FF buttons

Press to rewind or fast-forward video content, during Video Capsules playback.

PREV and NEXT buttons

Not available for Giga Pocket functions.

7 DVD TITLE button

Not available for Giga Pocket functions. See the DVD player software instructions for more information.

8 CANCEL button

Press to close any error message dialog box. The window returns to its original size when displayed in full-screen mode.

9 STANDBY button

Press to place the system into Stand by mode.

10 GIGA POCKET button

Press to launch Giga Pocket Video Recorder. Press again to exit Giga Pocket Video Recorder.

DVD button

Press to launch the DVD player software. Press again to exit the DVD player software.

11 CHANNEL button

Press to switch channels automatically (no number input required).

12 VOLUME button

Press to raise or lower the volume.

13 REC Mode button

Press to select the recording mode.

REC and REC STOP buttons

Press the REC button to record TV programs being viewed on the TV/Recording deck. Press REC STOP to stop recording.

DECK SEL button

Press to select the TV/Recording deck or playback deck.

14 PLAY STOP, PLAY and PAUSE buttons

Press to stop playback, play, and pause playback of Video Capsules on the playback deck.

15 VIDEO CAPSULE SEL/DVD MENU button

Press to display the “Select Video Capsules” window. Press again to minimize the window.

16 Direction and ENTER buttons

Press a direction arrow to select a cabinet or Video Capsule in the “Select Video Capsule” window. Press ENTER or the right direction arrow to select a cabinet or Video Capsule.

17 DVD RETURN button

Not available for Giga Pocket functions. See the DVD player software instructions for more information.



For more details about the function buttons on your remote control, see the Giga Pocket Help.

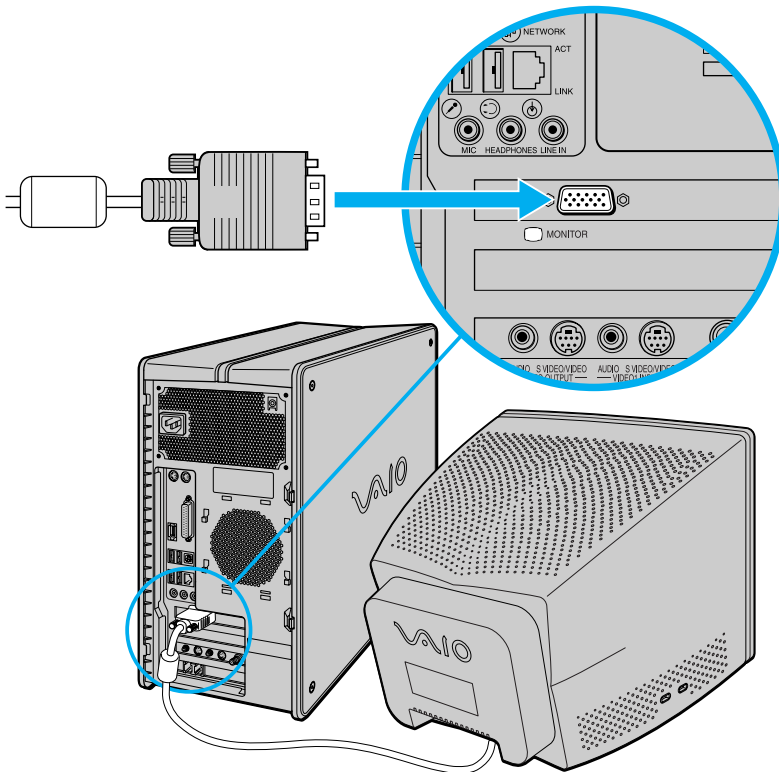
Setting Up Your Computer

Your computer may not be equipped with all of these hardware features and the location of the controls, ports, and jacks may vary from the illustrations shown in this section. See the online specifications sheet for your system's configuration.

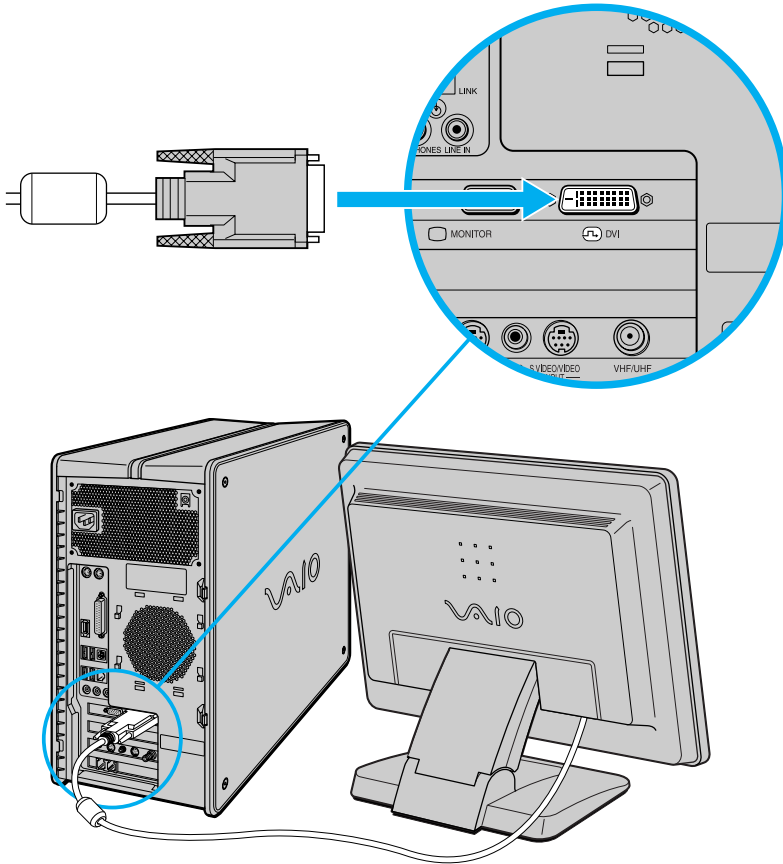
Connecting A Display (Monitor)


- 1 Plug the display cable into the monitor port.
- 2 If necessary, plug the display cable into the rear of the display.

To connect a display (Model equipped with Giga Pocket features)



To connect a DVI display (Model equipped with Giga Pocket features)

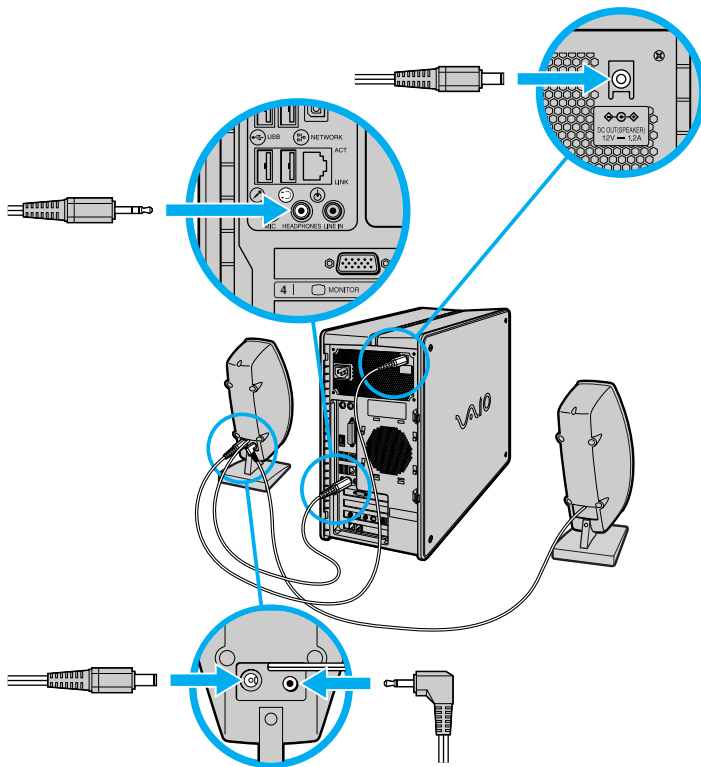


 Install your equipment so that you can easily reach the power outlet in the event of an emergency.

Connecting The Speakers

- 1 Plug the cable attached to the back of the left speaker into the L Out jack on the back of the right speaker.
- 2 Plug the cable attached to the back of the right speaker into the Headphones jack, located on the back panel of your computer.
- 3 Plug the jack end (yellow) of the speaker power cable into the DC In jack (yellow) on the back of the right speaker.
- 4 Plug the jack end (black) of the speaker power cable into the DC Out jack located on the back panel of your computer.

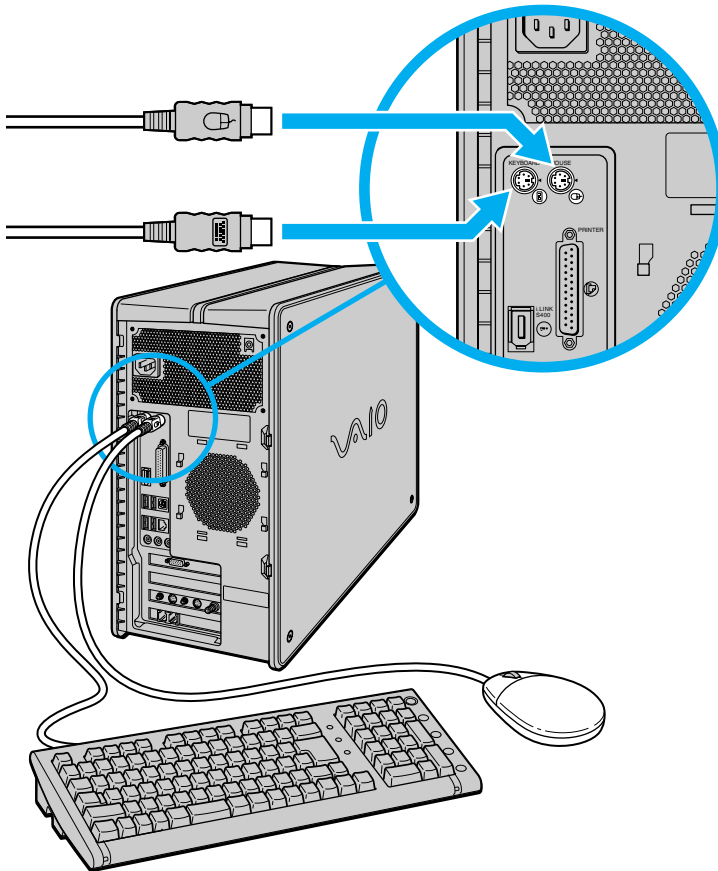
To connect the speakers (Model equipped with Giga Pocket features)



Connecting The Keyboard And Mouse

- 1 Plug the keyboard cable into the keyboard port on the back of the computer.
- 2 Plug the mouse cable into the mouse port.

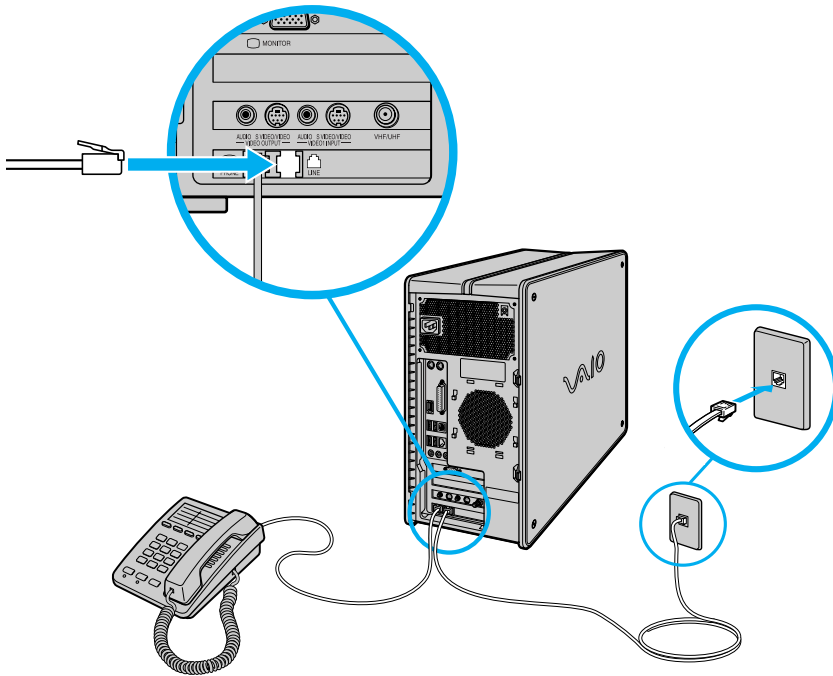
*To connect the keyboard and mouse
(Model equipped with Giga Pocket features)*




Connecting The Telephone And Modem Cables

- 1 Unplug your telephone from the wall jack.
- 2 Plug the modem cable (supplied) into the modem line jack on the computer, and then plug the other end of the cable into the wall jack.

*To connect the telephone and modem cable
(Model equipped with Giga Pocket features)*

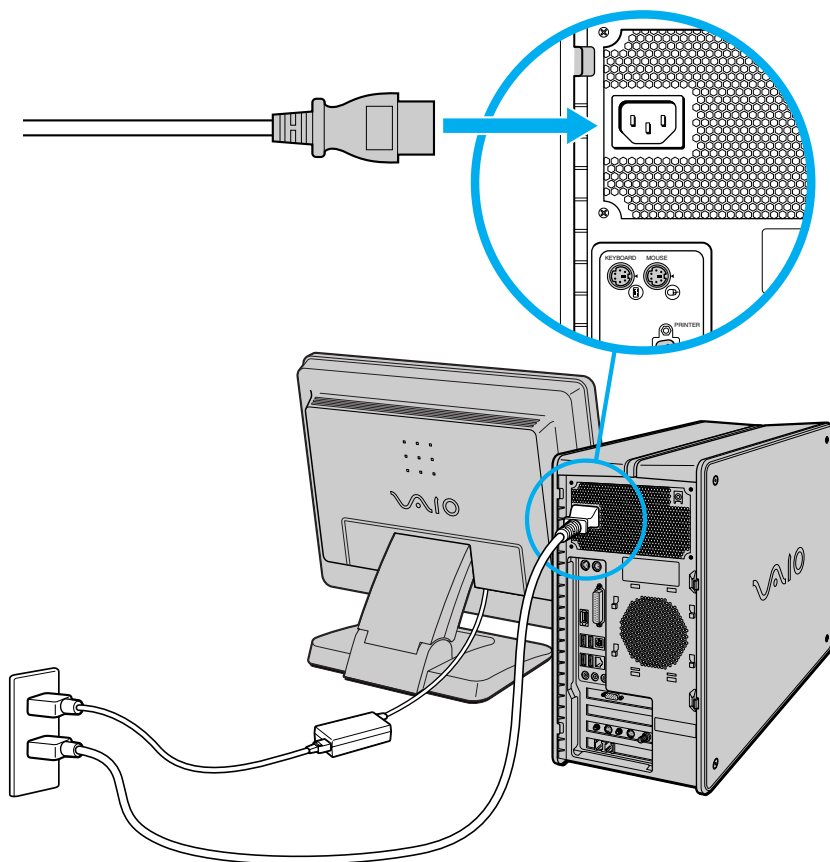


Your computer has a protective sticker  covering the Ethernet port located on the rear panel. Connect only 10BASE-T and 100BASE-TX cables to the Ethernet port. Using other cables or a telephone cable may result in an electric current overload and can cause a malfunction, excessive heat or fire in the port. For help on connecting to a network, see your network administrator.

Connecting The Power Cords

- 1 Plug the power cord into the back of the computer.
- 2 Plug both the display and power cords into a grounded AC wall outlet or a power strip.

To connect the power cords (Model equipped with Giga Pocket features)

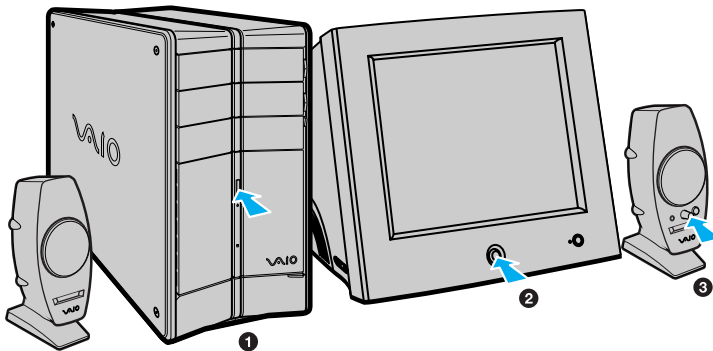


Turning On Your Computer

When you start your system for the first time, your computer may detect new equipment and display a dialog box that prompts you to restart your computer. Respond to this prompt immediately.

- 1 Press the power switch on the computer to turn on the power.
- 2 Press the power switch on the display to turn on the power.
- 3 Press the power switch on the right speaker to turn on the power.


To turn on your computer



Registering Your Computer

Take advantage of Sony's commitment to quality customer support and receive these benefits by registering your computer:

- ❑ **Sony Customer Support** — Communicate with a Support Representative to troubleshoot problems you may be having with your computer.
- ❑ **Limited warranty** — Protect your investment. See the Warranty Card for more details.

 You are prompted to register your computer the first time you turn on the unit. Follow the on-screen instructions to complete the registration process. If you are not able to register your computer during the first session, you are provided with additional registration opportunities later.

Setting Up Your Dial-up Connection

The first time you turn your computer on, follow these steps to set up your dial-up connection:

- 1 Click **Start** from the Windows taskbar and select **All Programs**.
- 2 Point to **Accessories**, point to **Communications**, and then click **New Connection Wizard**. The Location Information window appears.

Location Information window



Location Information

Before you can make any phone or modem connections, Windows needs the following information about your current location.

What country/region are you in now?

United States

What area code (or city code) are you in now?

If you need to specify a carrier code, what is it?

If you dial a number to access an outside line, what is it?

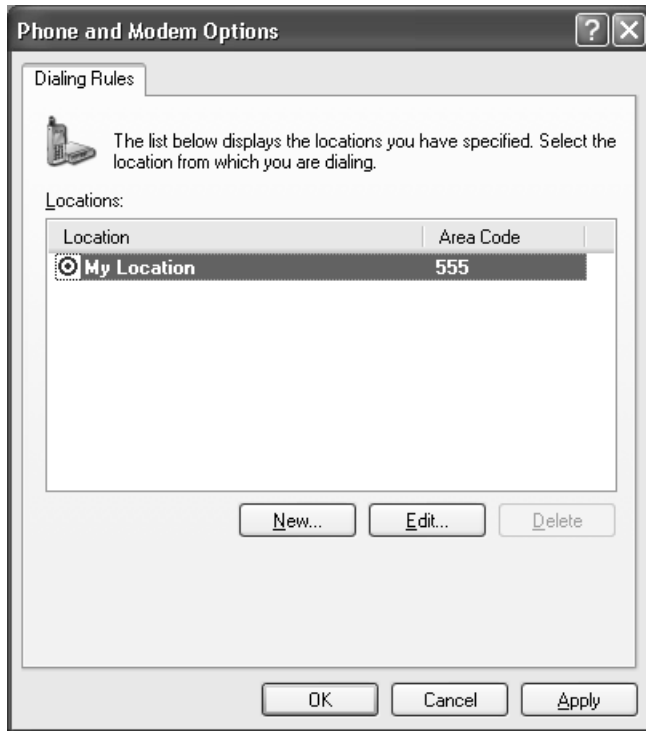
The phone system at this location uses:

☒ Tone dialing ☐ Pulse dialing

OK Cancel

- 3 Enter in your information as requested. Click **OK**. The Phone and Modem Options window appears.

Phone and Modem Options window



- 4 Click to select your dialing location and then click **OK**. The New Connection Wizard appears.

New Connection Wizard window



- 5 Follow the on-screen instructions to finish setting up your dial-up connection.

Turning Off Your Computer

Follow these steps when you are ready to turn off your computer for an extended period of time.



To avoid loss of data, do not use the Power switch to turn off the computer.

To turn off your computer

- 1 Click **Start** in the Windows taskbar, then select **Turn Off Computer**.

The Turn Off Computer dialog box appears.

- 2 Select the **Turn Off** option.



Respond to any prompts about saving your documents.

- 3 Wait for your computer to turn off automatically—the power indicator light turns off.
- 4 Turn off any peripheral devices connected to your computer.



If you plan to turn off your computer for a short period of time, you may want to use Stand by mode instead.

About the power switch

If your system stops responding, press and hold the Power switch for more than six seconds to force your system to shut down. You may need to repeat this procedure if your system does not shut down on the first attempt.

System And Application Recovery CD(s)

You can restore your system, individual software applications, or drivers, using the Recovery CDs.

Using The System Recovery CD(s)

The System Recovery CD utility formats your hard disk drive and restores the operating system and all the original, preinstalled software applications. If the operating system or applications become corrupted or are erased, you can restore your computer to the original factory settings. The System Recovery CD can only be used to restore the hard disk drive of the Sony computer you purchased.



The System Recovery process removes all software that you may have installed since you started using your computer. Reinstall any applications that were not included with the computer when you purchased it.

If you experience a problem with your computer, reinstalling an individual application or device driver may correct the problem. You may not need to recover the entire contents of your hard drive.



Use the Application Recovery CD(s) to reinstall individual applications.

When you successfully complete your system recovery, you are prompted to complete the Windows registration process.

System Recovery options

Default System Drive Recovery (Recommended)

All data on Drive C is deleted. The factory default settings and software applications are restored on this drive only.

Change partition size and recover

All partitions, custom installations, and changes are removed from the hard disk drive. You can set the partition sizes for both the Drive C and Drive D. The original, preinstalled operating system and software applications are restored.

Factory Default Settings Recovery

All data and partitions are removed from the hard disk drive. All original factory settings, operating system, and preinstalled software are restored.



The System Recovery utility does not back up your system's data. If you wish to retain your system data, perform a back up to an external media.

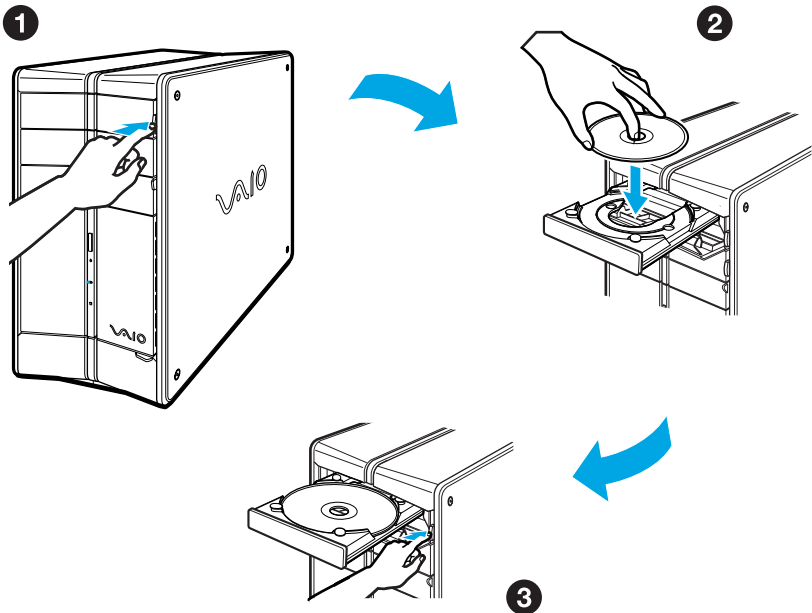
Using the System Recovery CD(s)

Your system may take a few minutes to load necessary files. A blue screen appears during the downloading process.

- 1 Press the disc eject button to open the optical disc drive and extend the disk tray.
- 2 Insert the System Recovery CD (CD #1) in your computer's optical drive.
- 3 Press the disc eject button to close the optical disc drive tray.

The System Recovery utility starts from the optical drive. The first CD must be in the drive when you turn on your computer.

Inserting the System Recovery CD (PCV-RZ series model shown)




If your system is equipped with two optical drives, insert the System Recovery CD into the upper optical drive.

- 4 Turn off your computer.
- 5 Wait 30 seconds and turn on your computer. Your screen displays the downloading progress, "Starting VAIO Recovery Utility."
- 6 When the VAIO System Recovery Utility dialog box appears, click **Next**.
- 7 The Notes on Use window appears. Click **Next**.
- 8 On the Main Menu - Product Recovery window, select the appropriate option to recover your system.

Follow the on-screen instructions to complete the recovery process.


Your system may include one or more System Recovery CDs. If you have more than one System Recovery CD, insert the first CD to run the System Recovery program. You are prompted to insert the next CD(s) once the information from the first CD has been installed.

 The recovery process takes approximately 30 to 60 minutes to complete.

After recovering your system using the System Recovery CD(s), you may be prompted to insert your Application Recovery CD(s) after restarting Windows. Use the Application Recovery CD(s) to complete full restoration of your system.


Using The Application Recovery CD(s)

The Application Recovery CD utility enables you to reinstall individual software, individual drivers, and to repair software if they become corrupted or are erased. You can reinstall a software application or driver to correct a problem that you are experiencing with your computer, peripheral hardware, or specific software. You may not need to reinstall the entire contents of your hard drive. You must be in Windows to run the Application Recovery CD utility.

 To reinstall all of the software that shipped with your computer, use the System Recovery CD(s).

Reinstalling software

- 1 Turn on your computer. If your computer is already on, save and close all open applications.
- 2 Logon to go to the Windows® desktop.
- 3 Insert Application Recovery CD #1 into your computer's optical drive. The Application Recovery utility loads automatically.

 If your system is equipped with two optical drives, insert the Application Recovery CD into the upper optical drive.


- 4 Click **OK** in the VAIO welcome window. The Sony Application Recovery Program window appears.
- 5 Double-click the **Software** folder. Icons representing preinstalled software are displayed.
- 6 Double-click the application you want to reinstall. The software's installation wizard begins.
- 7 Follow the on-screen instructions to complete the application recovery process.

If you have questions about using the Application Recovery CD(s), visit the Sony Computing Support Web site at <http://www.sony.com/pcsupport>.

Reinstalling device drivers

The Microsoft® Windows® XP operating system is capable of reinstalling the original factory-installed device drivers, without using the Application Recovery CD(s).

- 1 Click **Start** in the Windows taskbar, then right-click **My Computer**. A shortcut menu appears.
- 2 Click **Properties**. The System Properties dialog box appears.
- 3 From the **Hardware** tab, click the **Device Manager** button.
- 4 Right-click to select the unknown device¹ or the device that requires the driver installation and click **Update Driver** from the shortcut menu. The Hardware Update Wizard appears.
- 5 Follow the on-screen instructions to locate the device and reinstall the appropriate device driver.

 If Windows XP does not reinstall the device driver(s), follow the steps in the next section to reinstall the device driver(s) using the Application Recovery CD(s).

Reinstalling device drivers using Application Recovery CD(s)

- 1 Logon to go to the Windows® desktop.
- 2 Insert Application Recovery CD #1 into the optical disc drive. The VAIO welcome window appears. Click **OK**, then click **Quit** to close the Sony Application Recovery utility.
- 3 Without removing the Application Recovery CD from the optical drive, click **Start** in the Windows taskbar and then right-click **My Computer**. A shortcut menu appears.
- 4 Click **Properties**. The System Properties dialog box appears.
- 5 From the **Hardware** tab, click the **Device Manager** button.
- 6 Right-click to select the unknown device or the device that requires the driver installation and click **Update Driver** from the shortcut menu. The Hardware Update Wizard appears.

¹ An unknown device(s) is identified by a yellow question mark. A device that has a driver problem is identified by a yellow exclamation mark.

- 7 Click to select the option, **Install from a list or specific location (Advanced)**. Click **Next**.
- 8 Click to cancel the option, **Search removable media (floppy, CD-ROM...)**.
- 9 Select the check box for **Include this location in the search** and click **Browse**. The Browse for Folder dialog box appears.
- 10 Navigate to the optical drive and click to select the **Application Recovery CD**. The CD contents are displayed.
- 11 Click to open the drivers folder and click the folder for the device you want to reinstall.
- 12 Click **OK** to return to the Hardware Update Wizard. Click **Next**.
- 13 Select the device folder, and click **Next**.

The Microsoft® Windows® XP operating system automatically reinstalls the device driver(s) from the Application Recovery CD.
- 14 Click **Finish** and remove the Application Recovery CD from the optical drive.
- 15 Click **Start** in the Windows taskbar, select **Turn Off Computer**. The Turn Off Computer dialog box appears.
- 16 Select the **Turn Off** option.
- 17 Wait 30 seconds, and turn on your computer.



Your system includes one or more Application Recovery CDs. Insert Application Recovery CD #1, to start the application or driver recovery process. You are prompted to insert the next CD(s), depending on the software application or driver you wish to restore.

Troubleshooting

This section describes how to troubleshoot common problems. You can also find helpful information on how to use your computer's hardware features and preinstalled software. Your computer may not be equipped with all of the hardware features or preinstalled software discussed in this section, depending on the system purchased.

About VAIO Computer Functions

My computer does not start.

- ❑ Check that the computer is plugged into a power source and that it is turned on. Check that the power light is lit on the front panel of the computer.
- ❑ Confirm that a disk is not in the floppy disk drive (unless you are using a bootable floppy disk).
- ❑ Confirm that a CD is not in an optical drive (unless you are using a bootable CD).
- ❑ Confirm that the power cord and all cables are connected firmly.
- ❑ If you plugged the computer into a power strip or Uninterruptible Power Supply (UPS), make sure the power strip or UPS is turned on and working.
- ❑ Check that the monitor is plugged into a power source and turned on. Check that the brightness and contrast controls are adjusted correctly. See the manual that came with your display for details.
- ❑ Check that the computer is not in stand by mode.

Why did my computer or software application stop responding?

You can try to locate and close the software application that has stopped responding.

- 1 Press the **Ctrl+Alt+Delete** keys. The Windows Task Manager window appears.
- 2 From the Applications tab, locate the application that has the status message, “**Not responding.**”
- 3 Select the application that has a Not Responding status and click **End Task**. Windows attempts to close the application.

If your computer does not respond or the application does not close, try the following steps:

- 1 Save any open files, if possible.
- 2 Press the **Alt+F4** keys. The Turn Off Computer window appears.
- 3 Click **Restart**.

If your computer still does not respond and you cannot restart, shut down your computer by pressing and holding the power switch for more than six seconds.

If the software application continues to stop responding or causes your computer to stop responding, contact the software publisher or designated technical support provider.



Pressing and holding the power switch for more than six seconds, may result in the loss of data from files that are currently open.

Why does the Windows operating system stop responding during shutdown?

The Windows operating system may not shut down properly for many reasons, including incompatible or conflicting drivers, damaged files, or non-responsive hardware. For troubleshooting information, you can search Windows Help.

- 1 Click **Start** in the Windows taskbar and select **Help and Support**. The VAIO Help and Support Center menu appears.
- 2 Select **Fixing a Problem** and then select **Startup and Shut Down problems**. A list of specific problem topics appears on the right side of the dialog box.
- 3 Select **Startup and Shutdown Troubleshooter**. Follow the on-screen instructions according to your specific situation.

I cannot find the Windows taskbar.

The Windows taskbar may be hidden or minimized.

- ☐ Use the mouse to locate a hidden taskbar by pointing to the left, right, top, and bottom edges of the screen. The taskbar appears when the cursor is placed over its location.
 - 1 Right-click on the taskbar and select **Properties** from the shortcut menu.
 - 2 Clear the check box for **Auto-hide** the taskbar, then click **OK**.
- ☐ Use the mouse to locate a minimized taskbar by pointing to the left, right, top and bottom edges of the display screen. The taskbar has been located when the cursor changes to a double arrow cursor. Left-click and drag away from the edge of the display screen. The minimized taskbar resizes and becomes visible.

Why is my system running slowly?

- ❑ The system responsiveness varies depending with the number of applications that are open and running. Close any applications that you are not currently using.
- ❑ Increasing the system memory may also help. For information on installing memory, please see the online VAIO User Guide.

How do I change the parallel port type to ECP, EPP, or bi-directional?

You can change the parallel port type using the System Setup utility (CMOS Setup Utility). To access System Setup:

- 1 Click **Start** in the Windows taskbar and select **Turn Off Computer**. Select **Restart**.
- 2 When the Sony screen displays, press the F2 key on your keyboard.
- 3 Select the **Advanced** tab from the **Setup Utility** screen.
- 4 Select **I/O Device Configuration** and press Enter.
- 5 Use the arrow keys to highlight **Parallel Port Mode** and press Enter.



You can toggle between the Normal (bi-directional), EPP, ECP, and ECP+EPP options using the directional arrow keys.

- 6 Select the desired setting displays, and press Enter.
- 7 Press the **F10** key to Save and Exit.

Where can I find a listing of my computer's preinstalled hardware?

You can find details about the drives, cards, and memory modules installed on your system by viewing the online specifications sheet. This online document describes the hardware configuration of your VAIO computer.

To access the online specifications sheet:

- 1** Click **Start** in the Windows® taskbar and click **Help and Support**.
- 2** From the **VAIO Help and Support Center** menu, click **VAIO User Guide**.
- 3** Click the **Welcome** link. The Welcome page displays on the right.
- 4** Locate the link in the text, “View the [VAIO® Computer Specifications](#),” which describes your computer's hardware configuration and preinstalled software information.

About Software

How do I create an audio CD with preinstalled Sony software?

Your VAIO® computer has SonicStage™ software preinstalled on your computer. SonicStage is a digital music management software that enables you work with digital music from audio CDs and from the Internet. You can play music on your computer, create custom audio CDs, and check music out to compatible digital music devices.

SonicStage software employs OpenMG™ copyright protection technology and advanced ATRAC3™ audio file format to allow you to enjoy digital music while protecting the rights of copyright holders.

To access SonicStage software Help

- 1 Click **Start** in the Windows taskbar, and click **All Programs**.
- 2 Point to **SonicStage**, and click **SonicStage**.
- 3 On the **Help** menu, click **SonicStage Help**.

How do I use the System Restore feature in Windows XP?

System Restore is a feature of the Microsoft® Windows® XP operating system that enables you to restore your computer to a previous state, if a problem occurs. System Restore provides the following support:

- ☐ Restores your system to a previous state.
- ☐ Restores without erasing your personal data files.
- ☐ Creates restore points daily and when software applications or utilities are installed.
- ☐ Maintains storage of one to three weeks of past restore points.
- ☐ Enables you to create your own custom restore points.
- ☐ Locates the dates associated with the restore points.
- ☐ Performs restorations that are reversible.
- ☐ Enables different types of restore points.

Using the System Restore Wizard

- 1 Click **Start** in the Windows® taskbar and click **Help and Support**. The VAIO Help and Support window appears.
- 2 Under **Pick a Help topic**, click **Performance and maintenance**.
- 3 Under **Performance and maintenance**, click **Using System Restore** to undo changes. A submenu appears on the right.
- 4 Under **Pick a task**, click **Run the System Restore Wizard**. The System Restore wizard dialog box appears.
- 5 Follow the on-screen instructions to restore your system or create a custom restore point.

How do I copy files to a recordable CD media, using Microsoft Windows XP?

You can copy files to CD-R or CD-RW discs, using the installed CD-RW or DVD-RW drive.

Copying files and folders to a CD

- 1 Insert a blank CD-R or CD-RW disc into your CD-RW or DVD-RW drive. (If the CD Drive window appears, click **Take no action**.)
- 2 Click **Start** in the Windows® taskbar and click **My Computer**. Locate the files and folders you want to copy to the CD.
- 3 Point to select a file or folder, or select several files or folders by holding down the CTRL key while pointing to each of the files you want.
- 4 Under **File and Folder Tasks**, click **Copy this file**, **Copy this folder**, or **Copy the selected items**.

If the files are located in My Pictures, under **Picture Tasks**, click **Copy to CD** or **Copy all items to CD**. Skip to step 6.

If your files are located in My Music, under **Music Tasks**, click **Copy to audio CD** or **Copy all items to audio CD**. Skip to step 6.

- 5 In the **Copy Items** dialog box, click the **read/write drive** icon^{*}, and click **Copy**.
- 6 Under **Other Places**, click **My Computer**, and click the **CD-RW** or **DVD-RW drive**.

Windows displays the temporary area that holds the files until they are copied to the CD.

- 7 Confirm that the files and folders you want to copy are displayed under **Files Ready to Be Written to the CD**.
- 8 Click **Write to CD**, under **CD Writing Tasks**. The CD Writing Wizard starts.
- 9 Follow the instructions in the wizard to complete writing the files or folders to the CD.

When the writing process is finished, the wizard displays a check box that enables you to copy another CD. To create additional copies, click **Yes, write these files to another CD**, insert a blank CD-R or CD-RW disc, and click **Next**.

Copying files to a DVD using preinstalled software

If your VAIO® computer is equipped with a DVD-RW drive, you can copy files to DVD-R or DVD-RW discs using the preinstalled RecordNow DX software. To learn more about using RecordNow DX, refer to the program's online Help.

- 1 Click **Start** in the Windows® taskbar and click **All Programs**.
- 2 Point to **VERITAS Software**, point to **RecordNow DX**, and then click **RecordNow DX**.
- 3 If the RecordNow DX Wizard starts, click **Help**. If the RecordNow DX Wizard does not start right away, click **Index** on the **Help** menu.

^{*} The read/write drive letter designation may vary, depending your system's hardware configuration.

Where can I find a listing of my computer's preinstalled software titles?

You can find details about your computer's preinstalled software by viewing the online specifications sheet. This online document describes the preinstalled software on your VAIO computer.

To access the online specifications sheet:

- 1** Click **Start** in the Windows® taskbar and click **Help and Support**.
- 2** From the **VAIO Help and Support Center** menu, click **VAIO User Guide**.
- 3** Click the **Welcome** link. The Welcome page displays on the right.
- 4** Locate the link in the text, "View the [VAIO® Computer Specifications](#)," which describes your computer's hardware configuration and preinstalled software information.

About Using The Optical Disc Drive(s)

Why doesn't my optical drive tray open?

Use the Eject button

- 1 Make sure the computer is turned on.
- 2 Press the Eject button on the drive.

Use the My Computer icon

- 1 Click **Start** in the Windows taskbar, then select **My Computer**.
- 2 Right-click the appropriate optical drive icon.
- 3 Select **Eject** from the shortcut menu.



Avoid using adhesive labels to identify your CD or DVD media. Adhesive labels may come off while the CD or DVD media is in use in your optical drive(s) and may cause damage to the unit.

When I click an application icon, the message, "You must insert the application CD into your drive" appears and the software does not start.

- ☐ Some software applications require specific files that are located on the application's CD-ROM. Insert the disc and try starting the program again.
- ☐ Check to make sure you inserted the CD-ROM with the label side facing up.

Why can't I play a DVD or CD media?

- ☐ After inserting your optical disc, wait a few seconds for it to be detected before trying to access it.
- ☐ Verify that the disc is in the tray with the label side facing up.
- ☐ Install your CD or DVD software according to the manufacturer's instructions.
- ☐ If your drive reads some DVDs or CDs, but not others, check the shiny side of the disc for dirt or scratches.



To recover the CD or DVD software applications that are preinstalled on your computer, see "Reinstalling software" for more information.

Why isn't my DVD playing properly?

If a region code warning appears when you are using the DVD player application, it may be that the region code of the DVD you are trying to play is incompatible with the region code setting of your optical drive. A region code is listed on the disc packaging. Region code indicators such as “1” or “ALL” are labeled on some DVDs to indicate the type of player that can play the disc. Unless a “1” or “ALL” appears on the DVD or on its packaging, you cannot play the disc on this system.

If you hear audio but cannot see video, your computer's video resolution may be set too high. To improve video resolution, verify that your screen area is set to 1024 x 768, using 32-bit color (preset factory default). To verify or change your video resolution:

- 1 Click **Start** in the Windows taskbar and then select **Control Panel**.
- 2 Select **Appearances and Themes**, then select **Change the screen resolution**.
- 3 Click the **Settings** tab and change the Screen resolution and Color quality to the desired levels.
- 4 Click **Apply**, then click **OK**.

If you see video but cannot hear audio:

- ☐ Verify that your DVD player's mute feature is turned off.
- ☐ Check the master volume setting in the Audio Mixer.
- ☐ Check the volume settings on your computer speakers.
- ☐ Check the connections between your speakers and the computer.
- ☐ Verify that drivers are installed properly, by following these steps:
 - 1 Click **Start** in the Windows taskbar, then select **Control Panel**.
 - 2 Click **Performance and Maintenance** and then click **Systems**. The System Properties dialog box appears.
 - 3 Select the **Hardware** tab, then select the **Device Manager** button to view installed drivers.

A dirty or damaged disc may also cause the drive to stop responding while it tries to read the disc. If necessary, remove the disc and check for dirt or damage.



To recover the CD or DVD software applications that are preinstalled on your computer, see “Reinstalling software” for more information.

Why doesn't my optical drive (DVD-RW) record to CD-RW media at higher speeds?

If you are having difficulty formatting CD-RW media for recording purposes, try changing the write speed to a lower setting. Your media must support writing speeds at 2X or lower.

See the Help or documentation that came with your CD or DVD recording software application for details on adjusting the write speed settings.



Your DVD-RW drive does not support high-speed writing to a CD-RW media. Verify that your CD-RW media supports writing speeds of 2X or lower.

Why doesn't my optical drive (CD-RW) record to CD-RW media?

If you are having difficulty with the writing, erasing, or formatting of your CD-RW media, the media may not be compatible with your high-speed CD-RW drive. Try using CD-RW media that is identified as “high-speed” (4X or higher) for maximum performance and compatibility.

About The Speakers

Why is there no sound in any application?

- ☐ Check that the speakers are plugged into the Headphones jack.
- ☐ If your speakers have a mute button, verify that it is turned off.
- ☐ If your speakers are powered by batteries, verify that the batteries are inserted properly and that they are charged.
- ☐ If your speakers use an external power source, verify that the power cord is plugged into a grounded wall outlet or power strip.
- ☐ If your speakers have volume control, check the volume level.
- ☐ You cannot hear sound from your speakers if headphones are connected to your computer.
- ☐ If the software application you are using has its own volume control, check that the volume is turned up.
- ☐ Check the volume controls in the Windows® operating system using these steps:
 - 1 Click **Start** in the Windows taskbar, then select **Control Panel**.
 - 2 Select **Sounds, Speech, and Audio Devices**, then click **Adjust the system volume**.
 - 3 From the **Volume** tab, adjust the Device volume by moving the slider bar to the desired sound level. Verify that the Mute option is not selected.
- ☐ Check that the Mute check box is not selected in the Windows volume control.



You may need to reinstall the sound drivers. See “Reinstalling device drivers using Application Recovery CD(s)” for more information.

About The Modem

Why is my modem connection slow?

Many factors influence modem connection speed:

- ☐ Telephone line noise
- ☐ Incompatibility with other telephone equipment such as fax machines or other modems.
- ☐ Internet Service Providers (ISP) connection capability may vary.

If you think your modem is not connecting properly to other PC-based modems, fax machines, or your ISP, check the following:


- ☐ Contact your telephone company and ask them to verify that your telephone line is free from line noise.
- ☐ If your problem is fax-related, check that there are no problems with the fax machine you are calling and that it is compatible with fax modems.
- ☐ For optimum performance, verify that your ISP point of presence (POP) telephone number is compliant with V.90 standards.
- ☐ If you are having a problem connecting with your ISP, check that they are not experiencing technical problems.
- ☐ Try connecting your modem through another telephone line, if available.

Why doesn't my modem work properly?

Your modem may be experiencing equipment or software conflicts. If your modem is not functioning properly, check the following:

- ☐ Check that the telephone line is plugged into the modem line jack.
- ☐ Check that the telephone line is working properly. You can verify the line by plugging in an external device such as a standard telephone or fax machine and listening for a dial tone.
- ☐ Check that the access telephone number (POP) is correct.
- ☐ All software applications that are preinstalled by Sony are compatible with your computer's modem. If you have installed other software, contact the software publisher for information on how to configure the software in order to recognize the modem.

- ❑ If it appears that your modem is not functioning properly, check the device status.
 - 1 Click **Start** in the Windows taskbar, then click **Control Panel**.
 - 2 Click **Printers and Other Hardware** and then select **Phone and Modem Options**.
 - 3 From the **Modems** tab, click to select your modem.
 - 4 Click **Properties**. The Modem Properties window appears.
 - 5 Review the information in the Device status section. If your modem is not working properly, click the **Troubleshoot** button. The VAIO Help and Support Center window appears.
 - 6 Follow the on-screen instructions to resolve the problem.

 You may need to reinstall the modem drivers. See “Reinstalling device drivers using Application Recovery CD(s)” for more information.

How do I change my modem to rotary or Touch-Tone dialing?

- 1 Click **Start** in the Windows taskbar, then click **Control Panel**.
- 2 Click **Printers and Other Hardware**, then click **Phone and Modem options**.
- 3 From the **Dialing Rules** tab, click **Edit**. The Edit Location dialog box appears.
- 4 Select the **Tone** or **Pulse** option. Click **OK**.

About The Microphone

Why doesn't my microphone work properly?

Check that the microphone is plugged into the Microphone jack.

Why is my microphone so sensitive to background noise?

If you find there is too much background noise when you record sound, you should adjust the microphone gain by following these steps:

- 1 Click **Start** in the Windows taskbar, then click **Control Panel**.
- 2 Click **Sounds, Speech, and Audio Devices**, then click **Sounds and Audio Devices**.
- 3 From the **Audio** tab, locate the Sound recording section and click **Volume**. The Recording Control dialog box appears.
- 4 Select the **Options** menu and click **Properties**. The Properties dialog box appears.
- 5 In the section, **Adjust volume for**, select the **Recording** option. Click **OK**.
- 6 From the **Recording Control** dialog box, decrease the microphone volume level by moving the slider bar down.
- 7 Close the **Recording Control** dialog box and then close the **Sounds and Audio Devices Properties** window.

About The Mouse And Keyboard

Why doesn't my mouse work properly?

- ☐ Check that the mouse is plugged securely into the Mouse port.
- ☐ Save and close all open applications. Turn off your computer, wait approximately 10 seconds, and then restart your computer.
- ☐ If you are using an optical mouse, use an appropriate surface to ensure optimum mouse tracking. A good mouse surface requires a certain amount of detail or texture to enable mouse tracking.
 - ☐ Use surfaces such as plain paper, card stock, or fabric that do not have a lot of repetitive patterning.
 - ☐ Avoid surfaces such as mirrors, smooth glass, or magazines.
- ☐ There may be dust or dirt inside the mouse mechanism. To clean the mouse, follow these steps:
 - 1 Save and close all applications, and turn off your computer.
 - 2 Turn the mouse upside down.
 - 3 Remove the mouse ball cover on the back of the mouse by turning clockwise the ring that covers the mouse ball.
 - 4 Turn the mouse upright, and drop the mouse ball into your hand.
 - 5 Using a piece of tape, remove any dust or dirt on the mouse ball and inside the mouse ball socket.
 - 6 Return the mouse ball to the socket, and replace the mouse ball cover. Secure the cover by turning the ring counter-clockwise.



You may need to reinstall the mouse drivers. See "Reinstalling device drivers using Application Recovery CD(s)" for more information.

How do I set up my mouse for left-hand use?

- 1** Click **Start** in the Windows taskbar, then click **Control Panel**.
- 2** Click **Printers and Other Hardware**, then click **Mouse**. The Mouse Properties dialog box appears.
- 3** From the **Buttons** tab, select **Switch primary and secondary buttons** under the Button Configuration options.
- 4** Click **Apply**, then click **OK**.

Why doesn't my keyboard work properly?

- ☐ Check that the keyboard is securely plugged into the Keyboard port.
- ☐ Save and close all open applications. Turn off your computer, wait approximately 10 seconds, and then restart your computer.

About Using Peripheral Equipment

How do I change the video resolution of my display?


- 1 Click **Start** in the Windows taskbar and then select **Control Panel**.
- 2 Select **Appearances and Themes**, then select **Change the screen resolution**.
- 3 Click the **Settings** tab.
- 4 Change the Screen resolution and Color quality to the desired levels.
- 5 Click **Apply** and then click **OK**.

Why doesn't my connected printer function when the computer resumes from a power saving mode?

Clear the printer memory by turning the printer off for approximately 10 seconds, and then turning it back on.

How do I install a printer?

- ☐ To install your printer, follow these steps:
 - 1 Click **Start** in the Windows taskbar, then click **Control Panel**.
 - 2 Click **Printers and Other Hardware**, then click **Add a Printer**.
 - 3 From the **Add Printer Wizard**, click **Next**.
 - 4 Select **Local Printer**, then click **Next**.

 Place a check mark in the box for "Automatically detect and install my Plug and Play printer", if you are installing a recently manufactured printer with Plug and Play capability.

- 5 Select the appropriate port, usually LPT1, and then click **Next**.
- 6 Select the appropriate printer manufacturer and model.
- 7 Follow the on-screen instructions to print a test page and complete printer installation.

- ❑ If your printer has a USB, IEEE 1394, or infrared connection, contact the printer manufacturer for information or updates that may be required for proper installation.
- ❑ Check the printer manufacturer's Web site for the latest drivers for your operating system before proceeding with installation. Some printers do not function properly without the updated drivers for specific operating systems.



If the printer is not included in the list and the printer manufacturer included a disk with a Windows XP Printer driver, choose **Have Disk**, enter the appropriate path for the disk or CD and click **OK**.

If the printer is not included on the list and no drivers are included with the printer, choose an alternate printer driver that your printer may emulate. Refer to the manual that came with your printer for specific emulation information.

Support Options

Sony provides several options to help solve common problems or to locate support for your VAIO® computer. This section describes all available resources and offers suggestions on how to access this information for maximum results.

Immediate Help And Support

You can locate helpful information immediately by consulting your hard copy guides and supplements, or by accessing the online Computer User Guide and the individual software Help files.

Your computer is supplied with these support options:

- ❑ **VAIO® Computer Quick Start** — The Quick Start contains information on how to set up your computer quickly and easily. You can find instructions on how to plan an ergonomic work space, connect power cords, cables and peripheral devices, register your computer with Sony, and establish a dial-up connection to the Internet. The Quick Start can also provide troubleshooting support, if problems occur.
- ❑ **VAIO Computer User Guide** — The online User Guide* provides information about configuring, maintaining, and upgrading your computer. This support resource offers a variety of available topics, enabling you to quickly view specific information using the context-sensitive search features.

To access the online User Guide:

- 1 Click **Start** in the Windows® taskbar
 - 2 Click **Help and Support**. The VAIO Help and Support Center menu appears.
 - 3 Click **VAIO User Guide**.
- ❑ **Specifications** — The online specifications sheet lists the hardware configuration and preinstalled software applications of your VAIO computer. You can view your system's processor speed, determine the amount of installed memory, identify optical drive specifications, and more.

To access the online specification sheet:

- 1 Click **Start** in the Windows taskbar and click **Help and Support**.
- 2 From the VAIO Help and Support Center, click **VAIO User Guide**.
- 3 Click **Welcome** from the menu displayed in the right frame.
- 4 Locate the link in the text, "View the [VAIO® Computer Specifications](#), which describes your computer's hardware configuration and preinstalled software information."

* A hard copy of the VAIO Computer User Guide is provided with selected models.

- ❑ **Preinstalled software Help files**^{*} — Each preinstalled software application provides online Help that describes software's features. In these Help files, you can find tutorials that teach you to use the software and locate troubleshooting support, should problems occur.

To access software Help files:


- 1 Click **Start** in the Windows taskbar and point to **All Programs**. A submenu appears, listing all preinstalled software applications.
- 2 Click the desired software application.[†] The software's main window appears.
- 3 From the menu bar, click **Help**. The Help file appears.

^{*} A hard copy software manual may available for certain software applications.

[†] You can locate the online Help files for Sony software applications by pointing to the individual application's icon and selecting Help from the submenu.

Software Help And Support

When you have questions about your computer and the preinstalled software, check with these software publishers to access troubleshooting support from the publisher's Web site, by e-mail, or by telephone.

 Your computer may not be supplied with all of the software discussed in this section, depending on the system configuration you purchased. To view the specific preinstalled software preinstalled on your computer, see the online specifications sheet.

Adobe® Acrobat® Reader®, Photoshop® Elements, Premiere® LE (On selected models) (Adobe Systems Inc.)

Web site	http://www.adobe.com
e-mail	techdocs@adobe.com
phone	206-675-6126 (fee-based support)

Adobe® Photoshop® Elements (Trial Version) (Adobe Systems Inc.)

Web site	http://www.adobe.com
----------	---

America Online® (America Online, Inc.)

Web site	http://www.aol.com
phone	800-827-6364
hours	7 days a week, 24 hours a day

EarthLinkSM Total Access® (EarthLink, Inc.)

Web site	http://help.earthlink.net/techsupport
phone	800-395-8410
e-mail	support@earthlink.net
hours	7 days a week, 24 hours a day

**Microsoft® Windows® XP, Internet Explorer, Outlook® Express,
Office XP (On selected models)
(Microsoft Corp.)**

Web site	http://www.sony.com/pcsupport
----------	---

**PC-Cillin® Antivirus
(Trend Micro, Inc.)**

Web site	http://www.antivirus.com/pc-cillin/support
----------	---

phone	510-859-0308; 900-820-8324*
-------	-----------------------------

hours	M-F, 8 A.M.-5 P.M. (Pacific time)
-------	-----------------------------------

* Support from 510-859-0308 is free of charge, but subject to delays. Support from 900-820-8324 is fee-based, but offers immediate response.

**Quicken® 2002 New User Edition
(Intuit Inc.)**

Web site	http://www.intuit.com/support
----------	---

phone	900-555-4932; 800-644-3193*
-------	-----------------------------

hours	M-F, 5 A.M.-5 P.M. (Pacific time)
-------	-----------------------------------

* Support from 900-555-4932 is fee-based. Support from 800-644-3193 is automated and free of charge.

**RecordNow DX
(VERITAS Software Corp.)**

Web site	http://www.easy.co.jp/jrmdx/sony
----------	---

**Sony Software
(Sony Electronics Inc.)**

Web site	http://www.sony.com/pcsupport
----------	---

**Sony ScreenBlast™ ACID, Sony ScreenBlast™ Sound Forge®
(Sony Pictures Digital Entertainment)**

Web site	http://www.sonicfoundry.com/support
e-mail	support@sonicfoundry.com
phone	900-407-6642 (fee-based support)
fax	608-256-7300
hours	M-F, 9 A.M.-5 P.M. (Central time)

**WordPerfect® Office 2002 Standard
(Corel Corp.)**

Web site	http://www.corel.com
phone	613-274-0500
hours	M-F, 8:30 A.M.-7:30 P.M. (Eastern time)

Sony Service Center

To locate the Sony Service Center nearest you, visit the Sony Computing Support Web site at <http://www.sony.com/pcsupport>. Computing support is free of charge for 90 days after the original date of purchase.

Contacting Sony For Help And Support

If the information provided with your VAIO® computer does not provide an immediate solution, or you would like to get direct support, contact Sony online or by telephone.

Sony Computing Support Web site

Online help and support are available 24 hours a day, seven days a week, when you visit the Sony Computing Support Web site. You can access the Web site at <http://www.sony.com/pcsupport>.

The Sony Computing Support Web site provides

- ❑ Information about your specific model computer, such as
 - 1 hardware and software specifications
 - 2 upgrade and maintenance procedures
 - 3 safety and legal information
 - 4 quick solutions to common problems
- ❑ An automated tutorial library that contains interactive, easy-to-understand lessons on using your computer's hardware and software features.
- ❑ Links that enable you to
 - 1 quickly find the nearest Sony service center locations
 - 2 arrange for repairs or check repair status
 - 3 review warranty information
 - 4 e-mail your question or comments to the Sony Customer Information Services Center.
 - 5 check pricing, availability, and purchase Sony products, accessories and parts.
 - 6 access the Sony Solutions Knowledge Base, a database that contains answers to many frequently asked questions.

Sony Customer Information Services Center

If other support options do not resolve your issue, you can contact a Sony Support representative directly.

Before making a call to the Sony Customer Information Services Center, have this basic information readily available.

- 1** VAIO® computer system type
- 2** Model number
- 3** Serial number *
- 4** Operating system
- 5** Hardware feature or software application that has a problem. (See “Software Help And Support” for the appropriate software contact information.)
- 6** Brief description of the issue.

For VAIO® computers purchased in the U.S. and Canada, contact a Sony Support representative at 1-888-476-6972.

* The serial number is located on the back panel of your computer. The serial number is on a white barcode label.

NOTICE

© 2002 Sony Electronics Inc. Reproduction in whole or in part without written permission is prohibited. All rights reserved. This manual and the software described herein, in whole or in part, may not be reproduced, translated, or reduced to any machine-readable form without prior written approval.

SONY ELECTRONICS INC. PROVIDES NO WARRANTY WITH REGARD TO THIS MANUAL, THE SOFTWARE, OR OTHER INFORMATION CONTAINED HEREIN AND HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE WITH REGARD TO THIS MANUAL, THE SOFTWARE, OR SUCH OTHER INFORMATION. IN NO EVENT SHALL SONY ELECTRONICS INC. BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, WHETHER BASED ON TORT, CONTRACT, OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH THIS MANUAL, THE SOFTWARE, OR OTHER INFORMATION CONTAINED HEREIN OR THE USE THEREOF.

Sony Electronics Inc. reserves the right to make any modification to this manual or the information contained herein at any time without notice. The software described herein is governed by the terms of a separate user license agreement.

This product contains software owned by Sony and licensed by third parties. Use of such software is subject to the terms and conditions of license agreements enclosed with this product. Some of the software may not be transported or used outside the United States. Software specifications are subject to change without notice and may not necessarily be identical to current retail versions.

Certain product(s) included with this computer may include features such as copy protection and content management technology. USE OF THE SOFTWARE PRODUCT(S) REQUIRES AGREEMENT TO APPLICABLE END USER AGREEMENTS AND FULL COMPLIANCE WITH APPLICABLE PRODUCT ACTIVATION PROCEDURES. Product activation procedures and privacy policies will be detailed during initial launch of the software product(s), or upon certain reinstallations of the software product(s), or reconfigurations of the computer, and may be completed by Internet or telephone (toll charges may apply).

Updates and additions to software may require an additional charge. Subscriptions to online service providers may require a fee and credit card information. Financial services may require prior arrangements with participating financial institutions.

Important information for Canadian customers:

Your new VAIO computer includes certain software versions or upgrades, and Internet services or offers that are available to U.S. customers only.

Sony, VAIO, the VAIO logo, VAIO Smart, Giga Pocket, MovieShaker, DVgate, Handycam, Memory Stick, the Memory Stick logo, Net MD, Network Walkman, OpenMG, MagicGate, MICROMV, SonicStage, ImageStation, ATRAC3, and i.LINK are trademarks or registered trademarks of Sony.

Intel and Pentium are trademarks or registered trademarks of the Intel Corporation. Microsoft, Windows, the Windows logo and Windows XP are trademarks or registered trademarks of the Microsoft Corporation. PS/2 is a registered trademark of the IBM Corporation.

All other trademarks are trademarks or registered trademarks of their respective owners.



As an ENERGY STAR® Partner, Sony Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

The International ENERGY STAR® Office Equipment Program is an international program that promotes energy saving through the use of computers and other office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily. The targeted products are office equipment such as computers, displays, printers, facsimiles and copiers. Their standards and logos are uniform among participating nations. ENERGY STAR is a U.S. registered trademark of the Environmental Protection Agency.

OWNER'S RECORD

The model number and serial number are located on either the front or back panel of your Sony VAIO® computer. Record the model and serial number in the space provided here, and keep in a secure location. Refer to the model and serial numbers when you call your Sony Service Center.

Model Number:	
Serial Number:	

Safety Information and Caution

Your computer's installed optical drives may vary, depending on the system configuration you have purchased. See the Specifications sheet for details on your installed optical drives.

DVD-RW Laser Diode Properties

Laser Output	1.0 mW (DVD-Read)
	1.5 mW (CD-Read)
	29 mW (DVD-Write)
	59 mW (CD-Write)
Wave Length	650-662 nm (DVD)
	773-797 nm (CD)

DVD-ROM Laser Diode Properties

Laser Output	0.7 mW (DVD)
	0.4 mW (CD)
Wave Length	640-660 nm (DVD)
	770-810 nm (CD)

CD-RW Laser Diode Properties

Laser Output	1.0 mW (Read)
	65.0 mW (Write)
Wave Length	773-797 nm

CD-ROM Laser Diode Properties

Laser Output	1.0 mW
Wave Length	760-810 nm

- ☐ To prevent fire or shock hazard, do not expose your desktop to rain or moisture. To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.
- ☐ Never install modem or telephone wiring during a lightning storm.
- ☐ Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- ☐ Never touch uninsulated telephone wire or terminals unless the telephone line has been disconnected at the network interface.
- ☐ Use caution when installing or modifying telephone lines.
- ☐ Avoid using the modem during an electrical storm.
- ☐ Do not use the modem or a telephone to report a gas leak in the vicinity of the leak.
- ☐ The socket outlet shall be installed near the equipment and shall be easily accessible.



To change the backup battery, please contact your nearest Sony Service Center.



Caution—The use of optical instruments with this product will increase eye hazard. As the laser beam used in this product is harmful to the eyes, do not attempt to disassemble the drive cabinet. Refer servicing to qualified personnel only.



Danger—Visible and invisible laser radiation when open. Avoid direct exposure to beam.



For DVD-RW: Danger—Visible and invisible laser radiation when open. Avoid direct exposure to beam.



For CD-RW: Danger—Invisible laser radiation when open. Avoid direct exposure to beam.



Caution—For ADSL and V.90 modem models; to reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.

- ☐ Pour prévenir tout risque d'incendie ou d'électrocution, garder cet appareil à l'abri de la pluie et de l'humidité.
- ☐ Pour prévenir tout risque d'électrocution, ne pas ouvrir le châssis de cet appareil et ne confier son entretien qu'à une personne qualifiée.
- ☐ Ne jamais effectuer l'installation de fil modem ou téléphone durant un orage électrique.
- ☐ Ne jamais effectuer l'installation d'une prise téléphonique dans un endroit mouillé à moins que la prise soit conçue à cet effet.
- ☐ Ne jamais toucher un fil téléphonique à découvert ou un terminal à moins que la ligne téléphonique n'ait été débranché de l'interface réseau.
- ☐ Soyez très prudent lorsque vous installez ou modifiez les lignes téléphoniques.
- ☐ Évitez d'utiliser le modem durant un orage électrique.
- ☐ N'utilisez pas le modem ni le téléphone pour prévenir d'une fuite de gaz vous êtes près de la fuite.
- ☐ L'appareil doit être le plus près possible d'une prise murale pour en faciliter l'accès.



Pour changer la pile de recharge, veuillez contacter votre centre de service Sony le plus près.



Avertissement: L'utilisation d'instruments optiques avec ce produit augmente les risques pour les yeux. Puisque le faisceau laser utilisé dans ce produit est dommageable pour les yeux, ne tentez pas de désassembler le boîtier. Adressez-vous à un agent de service qualifié.



Danger: Radiation laser visible et invisible si ouvert. Évitez l'exposition directe au faisceau.



Pour les DVD-RW: Danger—Radiation laser visible si ouvert. Évitez l'exposition directe au faisceau.



Pour les CD-RW: Danger—Radiation laser visible et invisible si ouvert. Évitez l'exposition directe au faisceau.



Attention: Pour ADSL et V.90 modele modem; afin de réduire les risques d'incendie, n'utilisez qu'un cordon de communication NO. 26 AWG ou plus gros.

For questions regarding your product or for the Sony Service Center nearest you, visit the Sony Computing Support Web site at <http://www.sony.com/pcsupport>.

Regulatory Information

Declaration of Conformity

Trade Name: SONY

Model No.: PCV-1102

Responsible Party: Sony Electronics Inc.

Address: 680 Kinderkamack Rd.
Oradell, NJ 07649

Telephone: 201-930-6972

This phone number is for FCC-related matters only.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Model No.: PCVA-IMB4A

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ☐ Reorient or relocate the receiving antenna.
- ☐ Increase the separation between the equipment and the receiver.
- ☐ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ☐ Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

Only peripherals (computer input/output devices, terminals, printers, etc.) that comply with FCC Class B limits may be attached to this computer product. Operation with noncompliant peripherals is likely to result in interference to radio and television reception.

All cables used to connect peripherals must be shielded and grounded. Operation with cables, connected to peripherals, that are not shielded and grounded, may result in interference to radio and television reception.

FCC Part 68

This equipment complies with Part 68 of the FCC rules. The FCC Ringer Equivalence Number (REN) for this equipment is 0.8B. If requested, this information must be provided to the telephone company.

This modem uses the USOC RJ-11 telephone jack.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

If the terminal equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operations of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this modem, for repair or warranty information, please write to the Sony Customer Information Center, 12451 Gateway Blvd., Fort Myers, FL 33913, or visit the Sony Computing Support Web site at <http://www.sony.com/pcsupport>. If the trouble is causing harm to the telephone network, the telephone company may request that you remove the equipment from the network until the problem is resolved.

Repair of this equipment should be made only by a Sony Service Center or Sony authorized agent. For the Sony Service Center nearest you, visit the Sony Computing Support Web site at <http://www.sony.com/pcsupport>.

This equipment cannot be used on public coin service provided by the telephone company. Connection to Party Line Service is subject to state and possible provincial tariffs. (Contact the state or provincial utility service commission, public service commission, or corporation commission for information.)

Telephone Consumer Protection Act of 1991 (United States)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual.

In order to program this information into your facsimile machine, see your fax software documentation.

Telephone Consumer Guidelines (Canada)

Please refer to your telephone directory under 'Privacy Issues' and/or 'Terms of Service.' For more detailed information, please contact:

CRTC
Terrasses de la Chaudière, Tour centrale
1 promenade du Portage, 5 étage Hull PQ K1A 0N2.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

DISPOSAL OF LITHIUM BATTERY

You can return your unwanted lithium batteries to your nearest Sony Service Center or Factory Service Center.



In some areas the disposal of lithium batteries in household or business trash may be prohibited.

For the Sony Service Center nearest you, call
1-888-476-6972 in the United States or
1-800-961-7669 in Canada.



Do not handle damaged or leaking lithium batteries.



Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.



The battery pack used in this device may present a fire or chemical burn hazard if mistreated. Do not disassemble, heat above 212°F (100°C), or incinerate. Dispose of used battery promptly. Keep away from children.



Ne pas manipuler les batteries au lithium qui fuient ou sont endommagées.



Une batterie non conforme présente un danger d'explosion. La remplacer seulement par une batterie identique ou de type équivalent recommandé par le fabricant. Évacuer les batteries usées selon les directives du fabricant.



La manutention incorrecte du module de batterie de cet appareil présente un risque d'incendie ou de brûlures chimiques. Ne pas démonter, incinérer ou exposer à une température de plus de 100°C. Évacuer promptement la batterie usée. Garder hors de portée des enfants.

INDUSTRY CANADA NOTICE

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the users satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection.

The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Equipment malfunctions or any repairs or alterations made by the user to this equipment may give the telecommunications company cause to request that the user disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority, or electrician, as appropriate.

NOTICE: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved this equipment.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5. The Ringer Equivalence Number for this equipment is 0.8B.

AVIS DE L'INDUSTRIE CANADA

AVIS: L'étiquette d'Industrie Canada identifie le matériel homologué.

Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêche pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. L'entreprise de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales.

AVERTISSEMENT: L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

AVIS: Le présent matériel est conforme aux spécifications techniques d'Industrie Canada applicables au matériel terminal. Cette conformité est confirmée par le numéro d'enregistrement, signifie que l'enregistrement s'est effectué conformément à une déclaration de conformité et indique que les spécifications techniques d'Industrie Canada ont été respectées. Il n'implique pas qu'Industrie Canada a approuvé le matériel.

AVIS: L'indice d'équivalence de la sonnerie (IES) assigné à chaque dispositif terminal indique le nombre maximal de terminaux qui peuvent être raccordés à une interface.

La terminaison d'une interface téléphonique peut consister en une combinaison de quelques dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5. L'indice d'équivalence de la sonnerie de ce matériel est de 0.8B.

Index

A

AC

- Input port location 16

Application Recovery CD(s)

- ARCDs 39

- reinstalling device drivers 40

- Reinstalling software 39

ARCD

- driver recovery 40

Audio In jack 17

Audio L In jack 13

audio problems 55

Audio R In jack 13

B

Back Panel 15

background noise 58

C

CD

- playback problems 52

- tray eject 52

CD-RW

- recording problems 54

coaxial cable port 17

computer

- lithium battery 77

- Locating the Windows taskbar 45

- registration 29

- startup problems 44

- system response problem 44

- turning off 33

connecting

- keyboard 25

- modem cable 26

- monitor/Display 22

- mouse 25

- power cord 26

- printers 61

- speakers 24

D

Display 22

- reducing glare 10

- viewing angle 10

- DVI port 16

- port 16

disposal of lithium battery 77

driver recovery

- reinstall device drivers 40

DVD

- playback problems 52

- region code warning 53

- tray eject 52

DVD-RW

- recording problems 54

E

Energy Star 72

ethernet

- port location 16

F

FAQ

- Basic system functions 44
- Keyboard 59
- Microphone 58
- Modem 56
- Mouse 59
- Optical Disk Drive(s) 52
- Preinstalled software 55
- Speakers 55
- Using peripheral devices 61

floppy disk drive location 13

Furniture 10

H

Help and support 63

I

i.LINK

(4-pin) port 14

6-pin port 16

connectivity 12

Internet connecting to 30

K

keyboard

connecting 25

port location 16

troubleshooting 60

L

left-hand settings for the mouse 60

lighting 10

Limited warranty 29

Line In jack 16, 17

lithium battery

disposal 77

safety precautions 77

M

Memory Stick slot 14

microphone

background noise 58

jack location 16

troubleshooting 58

Microsoft Internet Explorer 67

Microsoft Windows XP 40

modem

change to rotary dialing 57

change to touch-tone dialing 57

connecting cable 26

slow connection 56

troubleshooting 56

Monitor

DVI port 16

port 16

mouse

connecting 25

left-hand users 60

port location 16

troubleshooting 59

O

Operating system locks up 45

optical drive

recording speed 54

tray eject 52

optical out port 16

P

- parallel port location 16
- power
 - connecting power cord 26
 - switch/button 33
 - switch/button location 13
- printer
 - installing 61
 - port location 16
 - resuming after
 - power save mode 61

R

- Recovery CDs 35
- reducing glare 10
- region codes 53
- registering your computer 29
- Remote Control 18
- rotary dialing 57

S

- S/P DIF optical out port
 - location 16
- setting up
 - dial-up connection 30
 - Display viewing angle 10
 - printers 61
 - workspace furniture 10
- shutting down the computer 33
- Software
 - audio problems 55
 - CD playback problems 52
 - Locating Help files 65
 - recovering applications 52
 - stopped responding 44
- software recovery
 - ARCDs 39

- Sony Customer Information
 - Services Center 70

Sony Service Center 68

Sony Support Web site 69

speakers 24

Support Options 63, 67

- Adobe Acrobat Reader 66
- Adobe Photoshop Elements 66
- Adobe Premiere LE 66
- America Online 66
- Earthlink Total Access 66
- Microsoft Office XP 67
- Microsoft Outlook Express 67
- operating system 67
- PC-Cillin 2000 67
- Preinstalled software
 - Help files 65
- Quicken 2002
 - New User Edition 67
- RecordNow DX 67
- Software Help and Support 66
- Sony ScreenBlast ACID 68
- Sony ScreenBlast
 - Sound Forge 68
- Sony software 67
- Specifications 64
- VAIO Computer Quick Start 64
- VAIO Computer User Guide 64
- WordPerfect Office 2002 68

S-video In jack 13, 17

- System Recovery CD(s)
 - Change partition size
 - and recover 36
 - Default System
 - Drive Recovery 36
 - Factory Default
 - Settings Recovery 36
 - SRCDs 36
 - System Recovery options 36
- system response problem 46

T

touch-tone dialing 57

Troubleshoot

- Adobe Acrobat Reader 66
- Adobe Photoshop Elements 66
- Adobe Premiere LE 66
- America Online 66
- Basic system functions 44
- CD playback problems 52
- CD-RW recording 54
- computer stopped responding 44
- DVD playback problems 53
- DVD-RW recording 54
- EarthLinkTotal Access 66
- Keyboard 59
- Microphone 58
- Microsoft Internet Explorer 67
- Microsoft Office XP 67
- Microsoft Outlook Express 67
- Microsoft Windows XP OS 67
- Modem 56
- Mouse 59
- operating system locks up 45
- Optical Disk Drive(s) 52
- optical drive tray eject 52
- PC-Cillin 2000 67
- Playback problems 52
- Preinstalled Software 55
- printer installation 61
- Quicken 2002
 - New User Edition 67
- RecordNow DX 67
- recover applications 52
- resuming printer function 61
- software audio problems 55
- Software Help and Support 66
- Sony customer support 29

Sony ScreenBlast ACID 68

Sony ScreenBlast

Sound Forge 68

Sony software 67

Speakers 55

startup problems 44

support resource listing 63

system response 46

Using peripheral devices 61

WordPerfect Office 2002 68

turning off your computer 33

U

Universal Serial Bus (USB)

port location 14, 16

V

ventilation 10

VHF/UHF port 17

Video In jack 13, 17

W

Windows taskbar 45

